

SILICON VALLEY IP GROUP, PC

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Date: June 15, 2004	Phone Number	Fax Number
To: Examiner Jeanty		(703) 872-9306
From: Kevin J. Zilka		

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Docket No.: STRATP002

App. No: 09/708,244Total Number of Pages Being Transmitted, Including Cover Sheet: 15

Message:

Please deliver to Examiner Jeanty.

Thank you,

Kevin J. Zilka

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June 15, 2004

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**OFFICIAL**

In re application of:

Daniel L. Owen et al.

Application No. 09/708,244

Filed: November 7, 2000

For: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR A
CUSTOMER-CENTRIC COLLABORATIVE
PROTOCOL

Art Unit: 3632

Ex.: Jeanty, R.

Date: 06/15/04

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is being facsimile
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date.

Signed: _____

Kevin J. Zilka

AMENDMENT A

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

Dear Sir:

In response to the office action mailed 03/15/04, please enter the following
amendments.